

POSITION DESCRIPTION**IMPORTANT: PLEASE READ INSTRUCTIONS ON PAGES 2 and 3**OSER-DCLR-10 (Rev. 08-2010)
State of Wisconsin
Office of State Employment Relations

1. Position No.

325046

2. Cert/Reclass Request No.

16-0043

3. Agency No.

437

4. NAME OF EMPLOYEE

5. DEPARTMENT, UNIT, WORK ADDRESS

Wisconsin Department of Children & Families
DECE / Bureau of Operations and Planning
201 E. Washington Ave., Room E200
Madison, WI 53708

6. CLASSIFICATION TITLE OF POSITION

Quality Assurance Program Specialist

7. CLASS TITLE OPTION *(to be filled out by Human Resources Office)*

8. NAME AND CLASS OF FORMER INCUMBENT

N/A

9. AGENCY WORKING TITLE OF POSITION

10. NAME & CLASS OF EMPLOYEES PERFORMING SIMILAR DUTIES

11. NAME AND CLASS OF FIRST-LINE SUPERVISOR

David Sorenson

12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE
PERFORMED THE WORK DESCRIBED BELOW?13. DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS?
IF YES, COMPLETE AND ATTACH A SUPERVISOR EXCLUSION ANALYSIS FORM (OSER-DCLR-84).Yes ☐No ☒

14. POSITION SUMMARY – PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION:

SEE ATTACHED

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION *(Please see sample format and instructions on Page 3.)*

— GOALS: Describe the major achievements, outputs, or results. List them in descending order of importance.

— WORKER ACTIVITIES: Under each goal, list the worker activities performed to meet that goal.

— TIME %: Include for goals and major worker activities.

TIME %

GOALS AND WORKER ACTIVITIES

(Continue on attached sheets)

SEE ATTACHED

16. SUPERVISORY SECTION - TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION *(See Instructions on Page 2)*a. The supervision, direction, and review given to the work of this position is ☐ close ☐ limited ☒ general.

b. The statements and time estimates above and on attachments accurately describe the work assigned to the position.

(Please initial and date attachments.)

Signature of first-line supervisor _____ Date _____

17. EMPLOYEE SECTION - TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION

I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned my position.

(Please initial and date attachments.)

Signature of employee _____ Date _____

18. Signature of Personnel Manager _____ Date _____

DISTRIBUTE COPIES OF SIGNED FORM TO:

☐ P-FILE ☐ OFFICE OF STATE EMPLOYMENT RELATIONS ☐ EMPLOYEE ☐ DEPARTMENT ☐ CERT REQUEST COPY

POSITION DESCRIPTION
Quality Assurance Program Specialist

14. POSITION SUMMARY

Under the general supervision of the Research and Planning Section Chief in the Bureau of Operations and planning, the Quality Assurance Program Specialist assists in developing and implements quality assurance activities for the Division of Early Care and Education. Working in partnership with program staff, the incumbent develops quality assurance standards to ensure compliance with federal and state requirements, and improves program quality by independently collecting, analyzing and reporting on quality assurance findings. The position assists in the development of quality improvement initiatives and monitors their implementation; and develops and/or ensures compliance with program performance standards.

15. GOALS & WORKER ACTIVITIES

45% A. Develop and implement quality assurance standards to ensure compliance with program requirements and federal/state regulations, using approved methods and tools.

- A1. Develop or ensure the development of quality assurance standards for child care certification regulation and WI shares subsidy authorization and payment processes
- A2. Identify and design data collection and analysis procedures for program performance review.
- A3. Conduct quality assurance activities, including qualitative and quantitative data collection and analysis using approved methods and tools.
- A4. Formulate well-supported conclusions regarding program performance, strengths, and weaknesses using qualitative and quantitative data.
- A5. Work with internal and external stakeholders to improve the quality assurance process.
- A6. Assist in the development of quality improvement initiatives.
- A7. Monitor the implementation of quality improvement initiatives and assess their success.

45% B. Analyze, organize and communicate qualitative and quantitative performance data to various audiences for multiple purposes, including compliance and quality improvement.

- B1. Produce a variety of written deliverables that are audience-specific and succinctly communicate information using narrative and graphics.
- B2. Produce verbal presentations and written deliverables that use complex qualitative and quantitative data from multiple sources to communicate clear messages, findings, and if appropriate, corrective action proposals.
- B3. Effectively communicate review data through a variety of methods to external and internal stakeholders (the Department, the Division, and DHS/MILES) to promote accountability and continuous improvement.
- B4. Conduct analysis and develop deliverables/outputs that aggregate qualitative review data over time to inform management about program operations and performance outcomes.
- B5. Conduct analysis and organize county contractor feedback from surveys or other methods to improve the review process and review tools.
- B6. Conduct analysis to understand the relationship between contractor qualitative review data and quantitative performance outcomes.
- B7. Respond to data and information requests.

10% C. Contribute to the effective functioning of the Section

- C1. Represent the unit at internal and external meetings including participation on workgroups or committees, as directed.
- C2. Participate in training and professional development opportunities to maintain evaluation and analytical skills and knowledge of early childhood programs administered by the Division.
- C3. Complete other tasks, projects or duties, as directed.

POSITION DESCRIPTION
Quality Assurance Program Specialist

Knowledge, Skills & Abilities

1. Ability to interpret and analyze complex data and requests, and to determine and implement appropriate actions.
2. Knowledge of DCF policy, procedure and organization structure.
3. Effective oral and written communication skills.
4. Strong analytical skills
5. Strong organizational skills.
6. Ability to work effectively and maintain good working relationships with peers, supervisors, administrators and external contacts including the public.
7. Ability to independently prioritize multiple assignments.
8. Ability to establish and meet deadlines.
9. Ability to effectively use MS-Office Suite, including Word, Excel and Access.